AMENDMENTS TO THE SPECIFICATION:

Please replace the paragraph beginning on page 7, line 1, with the following amended paragraph.

FIG. 3 is an exemplary embodiment of a diagram [[100]] 50 for a computer network-based method for utilizing DPS. Processes of the data presentation system involve data reduction and the scoring of data variables, the creations of scales, the statistical analysis of data, and the creation of data displays to generate the presentation screens viewed by the user. The DPS retrieves data information 52 stored in the database, performs calculations 54 on the data information, and produces reports 56 showing data measurements and data information, which can be viewed on the user's computer via graphical display methods. Data information utilized by the DPS include historical information 58, including information from medical, financial and billing records, survey participation and population characteristic 60, survey questions 62, responses to survey questions 64, comparative practice information 66, and other data information as specified for a particular survey, data collection plan, user, or improvement initiative. Calculations and formulas used to produce the reports include those for producing rating scales 68 and statistical process control charts 70, producing histograms and pie charts 72, multivariate methods for adjusting results for case-mix differences, and multiple regression analysis for determining which

variables contribute most to explaining variations in outcomes (e.g., patient satisfaction). The data reports indicate measurements on a selected measurement option including performance measures 74, information on survey questions 76, comparative practice benchmarks 78, boolean search results 80, and verbatims 82, which may be actual responses to open-ended questions asked of survey participants, and other qualitative and quantitative measurements.

Please replace the paragraph beginning on page 8, line 13, with the following amended paragraph.

FIG. 4 is a flow diagram 100 that illustrates a method for how a user can dynamically navigate the data collection stored in the database in order to directly select, analyze and receive graphical data displays. A user logs into the DPS system 102 and selects a survey 104. The user then selects a measurement option or category to view. In the exemplary embodiment, the user may select a measurement option of a specific outcome measurement category 106, a management topic 108, or a performance measure 110. Depending on the specific user or survey, each of these selections may have further subcategories and various reports to choose from. After a selection is made, the DPS retrieves the data information, performs any necessary calculations, and produces the desired report 112. The

report is then displayed 114 on the user's computer using graphic user interface (GUI) features or other graphical data display methods. The user may continue to view and evaluate data 120 by selecting other categories or may first stratify data 116 by a number of subsample populations118 before selecting another category. The graphical data display may also be printed out at any time by the user's printer (not shown). The user may also select another survey at anytime ~~while logged into the DPS~~ before logging out of the DPS 122.

Please replace the paragraph beginning on page 8, line 13, with the following amended paragraph.

FIG. 5 is an exemplary embodiment of a DPS user login interface 200. The user login interface [[100]] 200 facilitates access to the DPS by prompting the user to log into the DPS. The user is prompted to enter an organization 202, a username 204, and a valid password 206 to gain access to the DPS. Upon accessing the DPS for the first time, the user is also prompted to change the initial password to a customized password as shown in FIG. 6. In the user password interface 210, the user is prompted to enter the current password 212, the user's birth year 214, a new password 216, and the new password a second time 218 in order to confirm the new password. The user is also prompted to enter a challenge question 220, an answer to

the challenge question 222, the answer to the challenge question a second time 224 in order to confirm the answer, and the user's email address 226. In the exemplary embodiment, if the birth year 214 is answered incorrectly, the user will not be able to change the password. The challenge question 220 will be asked if the user requests any information about the user's existing password.

Please replace the paragraph beginning on page 10, line 8, with the following amended paragraph.

FIG. 9 is an exemplary embodiment of a user management topic interface 280, which is displayed after selecting the Key Questions category 246. The management topic interface 280 lists key questions 282 that are relevant to administration or management in order that the user can quickly identify main trends in the organization. In one embodiment, the topics include, but are not limited to, overall satisfaction 284, overall satisfaction during a specific time period 286, how overall satisfaction has changed over time 288, responses during a specific time period 290, satisfaction compared by site during a specific time period 292, participation characteristics 294, and viewable survey topics 296. FIG. 10 and FIG. 11 illustrate exemplary embodiments of displays generated from the topics of overall satisfaction 284 and how overall satisfaction has changed over time 288, respectively. In FIG. 10, a bar

chart 300 shows the respondent results by a scale 302, with zero being the worst to ten being the best, and the frequency percentage 304 of the rankings. A control chart 310 that displays the organizational data for overall satisfaction 314 over time 312 is shown in FIG. 11. The chart includes upper 318 and lower 320 natural process limits and the median 322 of these limits. The date of any data point 316 can be identified by moving the mouse pointer to the data point in question. In the display, the mouse was pointed to the upper most data point, and the date of 5/23/2000 appeared.

Please replace the paragraph beginning on page 11, line 1, with the following amended paragraph.

FIG. 12 is an exemplary embodiment of a user subsample interface 330, which allows the user to stratify data by a number of subsample populations or population characteristics. Subsample populations 332 include data range, age group, gender, site, diagnostic group, and any other population characteristic that would be used in a specific survey. The DPS default is set to select all subsample population options 334 and automatically displays all data unless the user selects clear all 336 or a specific subsample population 338. A selected option is noted by a small checkmark in the box next to the option. Once the user selects one or more population

characteristics for an analysis, the user clicks on a finish button (not shown) so that the subsample stratification can be implemented. The subsample options can be changed or viewed at any time by selecting the Select Subsample category 250. FIGS. 13a and 13b are an exemplary embodiment of a user performance measure interface 350a and 350b, which is displayed after selecting the Data View category 248. The user performance measure interface allows the user to view all the performance measure levels of the survey or data collection information. The hierarchy of the performance measures includes outcome measurement categories 352, measurement domains or domains of care 354, and specific measures 356. Within each outcome measurement category 352 are measurement domains 354, and within each measurement domain is a series of specific measures 356 pertaining to the corresponding domain of care. The measurement domains and specific measures may vary for different surveys or users. Any one of the measures within each domain can be selected and viewed. FIG. 14 illustrates an exemplary embodiment of the specific measure Doctors display 370, which indicates the frequency percentage 374 of the ratings 372. The text of the actual survey question is displayed in a pop-up box 376 when the user's mouse is moved to the lower part of the graph. When the pop-up text box is not in use, a sample value for the measure is displayed (not shown).

Please replace the paragraph beginning on page 12, line 1, with the following amended paragraph.

The DPS provides drill-down question inquiries to key questions when a survey respondent scores a question as Fair or Poor. This drill-down feature allows the user the opportunity to more fully understand the specific areas that are linked to the Fair/Poor scores. The drill-down questioning model is more fully discussed in co-pending application INTERACTIVE SURVEY AND DATA MANAGEMENT METHOD AND APPARATUS, ~~Nelson et al., Serial Number 09/871,278~~ Nelson, Serial Number 09/871,279, incorporated herein by reference. FIG. [[5]] 15 is an exemplary embodiment of a user drill-down interface 400 for the specific measure Doctors that was accessed by selecting Drill-Down Questions 378 under Data View category [[246]] 248. The four drill-down questions related to Doctors care of promptness 402, caring 404, explanations 406, and skill 408 provides additional insight into the Fair or Poor ratings of the doctors overall score shown in specific measure Doctors display 370. FIG. 16 illustrates an exemplary embodiment of a drill-down display 420 related to the drill-down question Doctors Explanation 406 from drill-down interface 400 and indicates the frequency percentage 424 of the ratings 422, including the sample size 426.

Please replace the paragraph beginning on page 12, line 14, with the following amended paragraph.

The DPS also provides the ability to stratify a performance measure so that specific issues can be identified. FIG. 17 is an exemplary embodiment of a boolean search interface 430 for the specific measure Doctors that was accessed by selecting Boolean Search 380 under Data View category [[246]] 248. FIG. 18 illustrates an exemplary embodiment of a boolean search display [[430]] 450 which stratified the specific measure Doctor by a specific grouping Age Group.